

# botanic

M E L B O U R N E

## MOVE IN GUIDE

### **MOVE IN PROCEDURE**

It is imperative you book a date and time for your move in as soon as possible. Lift covers will be installed by the Owner's Corporation/ Building Manager. Please note that removalists will be turned away if no booking is in place. A minimum of 48 hours' notice is required to secure a time to move in/ out. Moving in times are assigned to 2 hour blocks and will be monitored.

You are required to book in a time with the Building Manager:

Mobile: 0448 432 366

Email: [bm@botanicmelbourne.com.au](mailto:bm@botanicmelbourne.com.au)

Please note the following lift dimensions into consideration:

Lift 1 (Goods lift)	Clear internal size of 1450 mm wide x 2060 mm deep x 2400 mm high
Lift 2 & 3	Clear internal size of 1450 mm wide x 2030 mm deep x 2280 mm high

Door openings	2100 mm high x 1100 mm wide
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Move in bookings are available on Monday to Friday only. No move ins are available on weekends or public holidays.

### **BUILDING MANAGEMENT**

Company: Henderson Brown

Mobile: 0448 432 366

Email: [bm@botanicmelbourne.com.au](mailto:bm@botanicmelbourne.com.au)

### **OWNERS CORPORATION**

The Knight have been appointed as the Owners Corporation for Botanic Melbourne.

Owners Corporation Manager: Lois Simpson

Phone: 03 9509 3144

Email: [lois@theknight.com.au](mailto:lois@theknight.com.au)

### **UTILITIES**

The hot water and electricity supply is part of an 'embedded network', meaning there is only one provider for the entire development. Please ensure you activate an account with these utility providers before moving into the property to ensure they are active when you move in.

**Electricity & Hot Water:** Energy Australia - <https://www.seene.com.au/registration/#/botanic/>

**Water:** South East Water (Arranged via Connect Now during your signup or on 1300 554 323)

PLEASE NOTE: As this is an embedded network, Connect Now will not be able to assist in Electricity and Gas Hot Water connection.

### **TELEVISION CONNECTIONS**

Television is accessible via plug in points which are connected to a 'free to air' television aerial. Your connection also includes a Pay TV point. You will need to arrange connection for Pay TV directly Foxtel at your own expense.

**Melbourne**  
**Real**  
**Estate**

### **PHONE & INTERNET CONNECTIONS**

Botanic Melbourne is NBN ready and each apartment contains data points which allow you access to internet services. You will need to arrange your own connection through your preferred provider. New connection fees may apply.

### **CAR PARKING**

If your apartment comes with a car space, it is located under the building. Please confirm your car space number to ensure you are parking in your allocated space. If your property does not have a car park, you will need to make your own arrangements. Contact the local council in regards to on-street parking permits.

### **RUBBISH DISPOSAL**

Garbage chutes are available on each apartment level. There are two chutes, one for normal household rubbish and the other for recyclables. Please ensure you are separating your garbage accordingly. Please ensure that any large items which have the ability to be stuck, such as cardboard boxes, are not placed into the chute.

Please refer to the Apartment Manual you have been provided with on other objects which can and cannot be placed inside the garbage chute.

### **STORAGE CAGES & BIKE STORAGE**

Storage cage and bike storage is located the lower levels of the building.

Residents are required to provide their own locks for bike and storage cages.

Melbourne Real Estate advise you to not store any objects of personal or monetary value in the storage cage, and will not be held liable for any items removed or damaged due to theft or other incidents.

Please contact Melbourne Real Estate should you require further clarification on the location of your storage cage.

# botanic

MELBOURNE

## MAINTENANCE GUIDE

### Definition:

*“Urgent repairs are serious problems affecting safety or security of the property, or failure of any essential service or appliance.” Essentially anything that is either putting the tenant in immediate danger or causing immediate damage to the property.*

These kinds of repairs include:

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering
- failure or breakdown of the gas, electricity or water supply
- any fault or damage in the premises that makes the premises unsafe or insecure
- an appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- a serious fault in a lift or staircase

### During Business Hours:

Your Property Manager will be available during business hours Monday to Friday between 8:30am and 5:00 pm to report any maintenance (NOTE: All maintenance MUST be reported in writing, so if you do call your Property Manager, please ensure you follow up the phone call with an email).

If you have tried to reach your Property Manager directly and they are unavailable, please call our office on

**03 9829 2900** and advise that the matter is urgent. Your call will be directed accordingly.

### After hours:

Outside of business hours, on weekends or public holidays and whilst under warranty (until 08/06/2021), please direct any after hours, urgent maintenance to one of the builder’s tradespeople below. Please call and follow up with an SMS if there is no answer. Call logs and/or text messages will be required as proof of your attempt to contact applicable tradespeople.

TRADE TYPE	AFTER HOURS CONTACT
PLUMBING	<b>COMPLETE PLUMBING CONTRACTING</b> 0418 933 925 Prior to contacting a plumber, please check your hot and cold-water isolators.
ELECTRICAL	<b>ASI ELECTRICAL</b> 03 9800 3866 Prior to contacting an electrician, please check your circuit breakers.
LOCKSMITH	<b>IMPACT HARDWARE</b> 0409 092 723

If your call out is considered not a defect or not an emergency, the respective contractor will charge an after hour call out fee.

If you have attempted to make contact with the aforementioned tradespeople, or AFTER 09/06/2021, you may contact one of the tradespeople listed below (they will invoice MRE directly):

TRADE TYPE	OPTION 1	OPTION 2
PLUMBING	<b>METROWEST PLUMBING</b> 0417 617 274 info@metwestplumbing.com.au	<b>MELBOURNE PLUMBING GROUP</b> 1300 116 486 info@melbourneplumbinggroup.com.au
ELECTRICAL	<b>LUME ELECTRICAL SERVICES</b> 0407 148 606 p.shields00@gmail.com	<b>TWIN ELECTRICS &amp; PLUMBING</b> 0398087555 service@twinelectrics.com.au
HANDYMAN	<b>HIRE A HUBBY</b> 1300 171 790 southyarra.vic@hireahubby.com.au	<b>SHILLINGLAW HOME MAINTENANCE</b> 0416 031 060 – PAUL psh29941@bigpond.net.au
LOCKSMITH	<b>ACE LOCKSMITHS – SOUTH EAST</b> 03 9534 0586 sales@acelocksmiths.com	<b>WYNNS LOCKSMITHS - NORTH</b> 03 9495 1122 keys@wynnslocksmiths.com.au
APPLIANCES	<b>DOM TECH AUSTRALIA</b> 03 9872 6850 ashley@domtech.com.au	
CLEANING	<b>AWESOME PROPERTY SERVICES</b> 0433 405 679 – HETAL info@awesomepropertieservices.com.au	

If any of these tradespeople are not available you can “google” another local tradesperson to attend (NOTE: Any tradesperson used that are not on the above list will bill you directly and you will need to seek reimbursement through your Property Manager).

**For all other maintenance issues – please notify your Property Manager via an email and they will respond during business hours.**

*Disclaimer: If the repair is not one of the above listed repairs it is not classified as urgent, therefore it will be attended to Monday – Friday. If you use a trade not specified on this list and the repair is not urgent OR if you do not follow the process stated above, you will be liable for the invoice.*

#### **STANDARD MAINTENANCE/ DEFECTS**

On occasion, issues may arise with the different aspects of your apartment and require rectification under statutory warranties. In this situation please contact Melanie on [melanie@melbournerealestate.com.au](mailto:melanie@melbournerealestate.com.au) to advise. Standard maintenance items will be responded to during business hours.

## **MAINTENANCE FAQs**

All repairs are attended to as promptly as possible, however it is often necessary to obtain the Owner's approval and/or quotes before any work can commence, so unfortunately a delay is sometimes unavoidable.

If firm arrangements regarding access for any tradespeople are not kept by you, the service charge for calling the tradesperson will be passed on to you for payment.

### **No Electricity:**

Check the switchboard to ensure that all switches are in the 'up' position. Confirm that electricity has been connected with the applicable electricity supplier. NOTE: Electricity may need to be connected through an embedded network supplier. Please consult your Move in Guide to ensure your electricity is connected with the correct provider.

### **Safety Switch Tripping:**

If you find your safety switch is being activated, ensure you unplug all appliances from the wall (including your fridge) and start to test each circuit to isolate the fault (all the switches in the switchboard will need to be in the up position). First start by turning the lights on one area at a time, then run the built in appliances. If the switch is not tripped at this point, then start plugging in your own appliances one by one and turn them on until one of them activates the safety switch. If it is one of your appliances tripping the power, you will need to replace it. If you find it is a light circuit or built in appliance tripping the safety switch, please report it to your Property Manager and keep the appliances unplugged (or lights off in that area) until an electrician has attended.

### **Appliances and Air Conditioners:**

Check that the unit has been switched 'on' at the switchboard and the applicable power point.

For ovens, ensure that the clock and timer settings have been set correctly.

For split system air conditioning units, check the outdoor unit on your balcony/courtyard/yard. Also check that remote controls have the appropriate batteries fitted.

Refer to the relevant User Guide/ Operational Manuals provided to you at the time of key collection, or left at the property. If you are unable to locate the applicable manual/s, please take note of the model and serial numbers of your appliance manual and consult your Property Manager.

### **Sewerage Smells in Bathroom/Laundry Areas:**

If properties are brand new or have been vacant for an extended period of time, the water which usually sits in apartment's waste pipe may have dried up. To absorb smells, pour a bucket or two of water down drains in the bathroom/Ensuite and laundry areas in the apartment and/or run taps and showers for a few minutes.

If the problem persists, please consult your Property Manager.

### **Locked Out:**

It is your responsibility not to lock yourself out of your apartment. Our office will assist you in gaining entry during office hours, only if spare keys are available. Should you lock yourself out after business hours or a spare key is not available, it will be your expense to arrange locksmiths to gain entry.

Please note: Security keys cannot be re-cut by a locksmith & need to be ordered through the relevant body corporate. This may take a number of days.

### **Toilet Not Filling / Flushing:**

If you find your toilet cistern is not filling up properly, first ensure the tap at the side of the toilet is switched on. If so, report the issue to your Property Manager and in the meantime you can use a bucket to fill the cistern so it can be flushed. If the toilet is consistently running, turn the tap at the side of the toilet off while not in use and report the issue to your Property Manager.

### **Sink/Drain Blockages:**

If you find any of your sinks are slow to drain, try using a drain clearing product from the supermarket to clear it before contacting your Property Manager. Try to avoid letting hair run down into drains which is a common cause of blockages, and ensure you only flush toilet paper down the toilet (Baby wipes and sanitary products are not to be flushed).

### **Light Globes and Smoke Detector Batteries:**

Please be advised that smoke detector batteries and non-working light globes are the tenant's responsibility to replace. Please ensure these items are working properly upon entering and vacating your rental property.